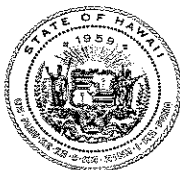


LINDA LINGLE
GOVERNOR



PROCUREMENT POLICY BOARD
LESLIE S. CHINEN
DARYLE ANN HO
GREGORY L. KING
RUSS K. SAITO

AARON S. FUJIOKA
ADMINISTRATOR

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

P.O. Box 119
Honolulu, Hawaii 96810-0119
Tel: (808) 587-4700 Fax: (808) 587-4703
www.spo.hawaii.gov

April 2, 2007

TO: Executive Branch
Department of Education
Judiciary
City and County of Honolulu
County of Maui

FROM:

Aaron S. Fujioka
Administrator

SUBJECT:

Change No. 3

SPO Vendor List No. 06-19 (SW)

**INFORMATION TECHNOLOGY (IT): TECHNICAL REFERENCE, REPORTING
AND ADVISORY SERVICES**

Expires **March 31, 2007**

IFB-06-040-SW

The following changes are made to the Vendor List:

1. Subject Vendor List has been extended for another year and will expire on March 31, 2008.
2. The City and County of Honolulu and the County of Maui are added to the list of participating purchasing jurisdictions.
3. Change DAGS-ICSD contact to Sharon Wong, her telephone number is 586-1920 (facsimile number remains the same).
4. Information and prices regarding Gartner, Inc. are provided as part of this SPO VL.

The current vendor list incorporating Change Nos. 1 through 3 is available on the SPO website: www.spo.hawaii.gov; click on SPO Price List/Vendor List at the main menu. At the Search screen, enter the List Title.

Should you have any questions, Linda Hayashi can be contacted at 586-0562, fax 586-0570, or e-mail at linda.e.hayashi@hawaii.gov.

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Vendor List No. VL 06-19 (SW)

Includes Change Nos. 1 to 3

Revised **March 22, 2007**

**INFORMATION TECHNOLOGY (IT):
TECHNICAL REFERENCE, REPORTING AND ADVISORY SERVICES**

(RFP-06-040-SW)

April 20, 2006 to March 31, 2008

STATE'S COMMITMENT

Agencies of the following purchasing jurisdictions are required to purchase from this price list:

- Executive
- Department of Education
- Judiciary
- City and County of Honolulu
- County of Maui

A purchasing jurisdiction may elect not to extend its commitment to this contract beyond the initial contract term. Further, a purchasing jurisdiction not participating in the contract may, at the earliest, commit to the contract at the inception of a contract extension period, if any.

EXCEPTION TO THE PRICE LIST. When the use of the vendor list is not suited to an agency's purpose, the appropriate purchasing jurisdiction may grant an exception to purchase outside of the price list. For this purpose, Executive Branch agencies shall use SPO Form-5, "SPO Price List Exemption", available on the SPO Website, www.spo.hawaii.gov; click on "Forms for State Agencies" under the Quick Links section of the homepage.

POINT OF CONTACT

Procurement questions or complaints may be directed as follows:

	<u>Point of Contact</u>	<u>Telephone</u>	<u>Facsimile</u>
DAGS-SPO	Linda Hayashi	586-0562	586-0570

IT questions and concerns relating to the use of this VL may be directed to ICSD through your department's DP coordinator.

DAGS-ICSD	Sharon Wong	586-1920	586-1922
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All vendor evaluations are to be made in writing and routed to the State Procurement Office. The Vendor Evaluation form, SPO Form 12, may be found at SPO's website, www.spo.hawaii.gov. In the event of a complaint regarding a Contractor's service, Contractor shall be sent a copy of the evaluation. Contractor shall meet with or contact the agency that issued the complaint at the agency's place of business to resolve the problem. This shall take place within one (1) week of notification. Contractor shall contact and inform the SPO Contract Administrator as to the

corrective measures taken to resolve the complaint. These vendor evaluation forms shall be forwarded to ICSD for their information and file.

PURPOSE/INTENT OF THIS VENDOR LIST

The purpose or intent of this multiple-award Vendor List (VL) is to provide reference, reporting and/or advisory services to Information Technology (IT) managers in line with administration of IT, but not for services that will do IT activities toward developing a system.

Definitions:

1. **Technical Reference, Reporting (Research) Services:** Any service that can provide support for persons looking for data about any IT subject; used mostly to research aspects of IT in response to an assignment by management to help make informed IT decisions.
2. **Advisory Services:** Any service that can provide direct advice to management on IT matters. This can be provided by phone call or other means/media of access by the State to contractor experts/analysts.
3. **Consultant Services:** Any service that can provide advisory services that results in a recommendation or guidance to the department.

USE OF THIS VENDOR LIST

Vendors on this list shall provide, at a minimum, access to a database of information that can be used as a reference to research and compare products or strategies and in some instances contain material related to Information Technology (IT). Access to this database shall allow agencies to make informed decisions and plan IT projects and activities with effective use of IT.

Agencies are advised that before contacting any of the vendors listed herein, agencies should contact their department's DP Coordinator to determine the extent of IT research and/or advisory services required. To varying degrees, the vendors listed provide the following IT research and advisory services:

- Expert technical advise;
- Technical information through web enabled access and retrieval, multi-media/on-line retrieval;
- Reference materials on CD-ROM, hardcopy, and diskette, etc.;
- Experience and recommendations of similar organizations;
- Industry focus reports;
- Research reports;
- Key trends in the IT industry;
- Current event information; and
- Audio and telephone consultation and conferences.

Agencies using this Vendor List are also advised that they may be asked to enter into a written agreement before services can be provided. The decision to enter into a written agreement with any of the listed vendors is left to the discretion of each user agency.

APPROVAL REQUIRED

1. **Technical Reference, Reporting (Research) and Services Advisory Services.** Pursuant to AD 77-2, agencies of the Executive branch with the exception of the University of Hawaii and Office of Hawaiian Affairs, must obtain the approval of the State Comptroller before submitting a purchase order for the services listed. Agency shall send a memo requesting approval to: **State Comptroller, Department of Accounting & General Services.**
2. **Consultant Services.** Agencies of the Executive branch wishing to use consulting services must obtain prior approval from the Governor per budget instructions, as well as prior approval per AD 77-2 from the Comptroller.

LIST OF VENDORS

1. Gartner, Inc.

Contact Person: Dale Aiello
Address: 2600 Pualani Way #2902
Honolulu, HI 96815
Telephone: (808) 531-5647
Facsimile: (808) 748-0600
e-mail: dale.aiello@gartner.com

UNIT PRICES

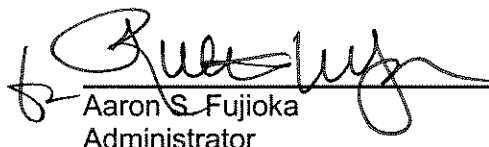
Prices shown in this vendor list are based on delivery of services to designated agencies statewide and include all applicable costs and taxes except the 4% Hawaii General Excise Tax (GET). Effective January 1, 2007, due to the .5% statutory assessment of the Honolulu County Surcharge (CST), the new tax rate on all sales for Oahu shall not exceed 4.5%. Agencies are requested to add the 4.5% amount to their purchase order total. Vendors shall be aware that the tax to be charged shall not exceed the 4.5% rate (rounded to the nearest cent). The GET for sales made on the other islands, Hawaii, Maui, Kauai, Molokai and Lanai shall remain at 4%.

"SPO VL No. 06-19" should be noted on purchase orders issued against this vendor list.

PAYMENT

Section 103-10, HRS, provides that the State shall have thirty (30) calendar days after receipt of invoice to make payment. The State will not recognize any requirement established by the Contractor and communicated to the State after award of the contract, which requires payment within a shorter period or interest payment not in conformance with statute.

PRICE LIST AVAILABLE ON THE INTERNET. The price list is available at the SPO website: www.spo.hawaii.gov. "Click" on SPO Price List/Vendor List at the main menu.



Aaron S. Fujioka
Administrator

About Gartner

Gartner enables public sector agencies to make better technology and business decisions by providing the tools necessary to successfully plan, evaluate, execute and manage their most vital initiatives. Gartner has worked with thousands of public sector agencies around the world, including federal, state and local government agencies; public utilities; and public education. In addition, Gartner provides a vital transfer of information from our vast array of private sector clients to our public sector clients, infusing best practices from all industries.

Succeeding in government today depends on understanding the power and potential of technology. It's how you reach your constituents. It's how you control your operations. It's critical to your strategy. It's the way you succeed in the connected world.

Business-Focused. So many enterprises turn to Gartner for business advice because we offer what no other consulting firm can: the integration of results-oriented business strategy with all the power of our research. No one is better qualified to help you identify new opportunities, avoid mistakes and understand the impact of technology on your operations.

Direct Access to Analysts. Great advice comes from great thinkers. While other consultants are limited to published research, Gartner consultants are working with Gartner analysts every day, well ahead of the information curve. With Gartner, you get your advice directly from the source.

Assured Accuracy. How can you be sure that the advice you are getting is accurate? Gartner utilizes exclusive tools and methodologies, including the largest and most accurate peer databases available. Whether you are evaluating an outsourcing contract, justifying an investment, or verifying your internal performance, Gartner can offer the clarity you need.

An Independent Partner You Can Trust. Gartner's independence is critically important. At a time when alliances between major consultants and technology suppliers have clouded the landscape, Gartner remains resolutely objective. We have no incentive to recommend specific technologies; we do not do any implementations. Our only allegiance is to helping you achieve the results you want with solutions that make sense.

End-to-End Life Cycle Support. From opportunity to measurement to strategy to real results, Gartner is one of the few organizations in the world that can support you through the entire business and technology life cycle. Around the world, every day, we work with the world's largest companies and technology suppliers on their biggest issues. With Gartner, the benefit derived from that knowledge is yours.

Gartner Difference

Table 1. Gartner Difference

Key Consulting Criteria	Does Your Consultant:	Gartner Position	Gartner Difference
Independence	Sell hardware?	No	Gartner is not a systems integrator with preferred partner relationships. Our sole focus is the client's business needs.
	Sell software business solutions?	No	
	Perform systems integration?	No	
Objectivity	Have a track record and business model that ensures objective recommendations?	Yes	Gartner has to be objective. Our research assessments and prognostications influence the entire industry.
Industry Perspective	Possess industry-wide research?	Yes	As the world's leading technology research and advisory firm, Gartner can bring both quantitative and qualitative context to your IT decisions — which provides you with both confidence and speed.
	Possess industry-wide benchmarks?	Yes	
	Possess direct experience on similar initiatives around the world?	Yes	
Depth of Resources	Have the ability to draw on expertise and resources across a broad range of technologies?	Yes	Gartner is a global company with both research and consulting resources worldwide.
Public Sector Knowledge	Possess specialized knowledge in government business and programs?	Yes	Many Gartner consultants and researchers have worked in or with government for many years — we understand the difference between public and private.
	Understand government budgeting and procurement?	Yes	
Credibility	Have a reputation and brand that help sell your decisions?	Yes	An often asked question is, "What does Gartner say?"

Assumptions

Please note the following assumptions on which our proposed Statement of Work and pricing are based. These Assumptions apply to Consulting projects only.

1. Resumes of key personnel provided in this proposal assume a project start date to be determined by award of a consulting project. If the actual project start date is not specified, proposed individuals may not be available. In this event, we will work with Hawaii to identify alternative personnel with appropriate skills and background.
2. The work effort described in this proposal assumes that Hawaii personnel are available to assist in the project as defined in the Statement of Work. In the event that Hawaii personnel are not available, a change of scope may be necessary.
3. Hawaii will designate a project manager to act as the primary point of contact to Gartner for this project. The Hawaii project manager will be expected to work closely with the Gartner employees as needed and will: (a) approve project

priorities, detailed task plans and schedules; (b) notify Gartner in writing of any project or performance issues; and (c) assist in resolving project issues that may arise.

4. Project pricing assumes that Gartner will conduct interviews as needed for the project over a period to be determined by the project scope and that Hawaii will arrange all interviews with Hawaii personnel.
5. The due diligence (as-is) data is reasonably available via interviews and documentation review.
6. Major milestones will not be delayed due to actions or decisions by Hawaii.
7. Hawaii will review and approve documents within five business days. If no formal approval or rejection is received within that time, the deliverable is considered to be accepted by Hawaii.
8. Hawaii personnel will be made available per the final project schedule.
9. With the exception of meetings and workshops, Gartner work will be performed at Gartner locations.
10. Office space, telephones and modem lines will be made available for Gartner staff at Hawaii locations for on-site project time.
11. Gartner will have access to printing/copying services at Hawaii locations.
12. Hawaii is to schedule Hawaii resources for project activities and provide meeting facilities as necessary.
13. All deliverables will be developed using Microsoft products (for example, Project, Excel, Word and PowerPoint).

Scope

The scope of the effort will be determined by award of a consulting project to Gartner.

Changes to Scope

All Hawaii requests for changes to this Proposal must be in writing and must set forth with specificity the requested changes. As soon as practicable, Gartner shall advise Hawaii of the cost and schedule implications of the requested changes and any other necessary details to allow both parties to decide whether to proceed with the requested changes. The parties shall agree in writing upon any requested changes prior to Gartner commencing work.

As used herein, "changes" are defined as work activities or work products not originally planned for or specifically defined by this Proposal. By way of example and not limitation, changes include the following:

- Any activities not specifically set forth in this Proposal
- Providing or developing any deliverables not specifically set forth in this Proposal
- Any change in the respective responsibilities of Gartner and Hawaii set forth in this Proposal, including any reallocation or any changes in engagement or project manager staffing
- Any rework of completed activities or accepted deliverables

- Any investigative work to determine the cost or other impact of changes requested by Hawaii
- Any additional work caused by a change in the assumptions set forth in this Proposal
- Any delays in deliverable caused by a modification to the acceptance criteria set forth in this Proposal
- Any changes requiring additional research analyst time or changes to research analyst resources

Please note that the contract development consulting provided by Gartner is being offered as business advice. Hawaii acknowledges and understands that Gartner is not a law firm and that any information provided by Gartner in connection with this proposed engagement should not be construed as legal advice. Gartner recommends that Hawaii seek legal advice from its own attorneys in connection with any legal issues, terms and conditions.

Core Research & Advisory Services Seat Pricing

# of Users	Reference	Advisor
	SK/User	SK/User
1	\$9,900	\$16,500
3	\$9,900	\$16,500
5	\$9,900	\$16,500
10	\$7,700	\$9,460
25	\$5,280	\$8,140
50	\$4,290	\$7,040
100	\$2,860	\$6,160

Notes:

- Aggregate Reference and Advisor Seats on a single Purchase Order to determine price per seat.
- All Memberships commence on the first of the calendar month.
- Pricing is for Annual Membership

Benchmarking/Consulting Service Descriptions and Pricing

Consulting Title	Hourly Rate
Vice President	\$440/hour
Director	\$340/hour
Associate Director	\$275/hour
Senior Consultant	\$225/hour
Consultant	\$156/hour
Associate Consultant	\$156/hour

Client-Ready Decision Benchmarks

Table 1. Client Ready Decision Benchmarks

Benchmarks	Pricing
IT Infrastructure: Comprehensive — includes IT Infrastructure: Computing & Network: Comprehensive	\$149,000
IT Infrastructure: Computing — includes client desktop, LAN, Help Desk, MF apps servers, and infrastructure servers	\$99,000
Network: Comprehensive — includes Data: Local, Metropolitan, Wide-area, Internet access and Remote access. Voice: Premise and Wide area	\$79,000
Desktop — includes client desktop, LAN and Help Desk	\$79,000
Mainframe/Server — includes MF apps servers and infrastructure servers	\$59,000
Data (Network) includes Local, Metropolitan, Wide-area, Internet access	\$59,000
Voice (Network) includes Premise and Wide area	\$59,000
Applications — includes Development and Support	\$79,000

Customized Decision Benchmarks

Table 2. Customized Decision Benchmarks — Technology Function

Technology Function	SLG Pricing First Module	Each Additional Module
Compute (Mainframe)	\$40,000	\$12,500
Compute (Wintel)	\$40,000	\$12,500
Compute (Unix)	\$40,000	\$12,500
Compute (other), i.e., AS400	\$40,000	\$12,500
Client (Desktop)	\$40,000	\$12,500
Help Desk	\$40,000	\$12,500
Wide Area Data	\$40,000	\$12,500
Metropolitan Area Data	\$40,000	\$12,500
Local Area Data	\$40,000	\$12,500
Web Hosting	\$40,000	\$12,500
Internet Access	\$40,000	\$12,500
Remote Access	\$40,000	\$12,500
Wide Area Voice	\$40,000	\$12,500
Voice Premise Technology	\$40,000	\$12,500
Applications Support	\$40,000	\$12,500
Application Development	\$40,000	\$12,500
IT Customer Satisfaction Survey (up to 500 respondents)	\$45,000	\$12,500
IT Business Effectiveness Custom Survey (up to 250)	\$45,000	\$12,500
CIO/LOB Survey (<= 20 respondents)	\$15,000	
CIO/LOB Survey (<= 20 respond. + 10 interviews)	\$25,000	
Additional Presentations	\$3,500	

Technology Function	SLG Pricing First Module	Each Additional Module
Additional Peers (>2)	\$7,000	

Pre-configured Offerings

Table 3. Pre-configured Offerings

Pre-configured Offerings	SLG Pricing First Module	Each Additional Module
Enterprise SAP	\$65,000	\$12,500
Contact Center	\$65,000	\$12,500
Enterprise Storage Management	\$65,000	\$12,500
Enterprise Storage Management "Light"	\$20,000	\$12,500
AD Process Capability	\$65,000	\$12,500
AD Project Assessment	\$65,000	\$12,500
Total AD Performance	\$65,000	\$12,500

Competitive Bid Assessment

Table 4. Competitive Bid Assessment

Competitive Bid Assessments (CBA)	Pricing
Competitive Bid Assessment — Applications	\$30,000
Competitive Bid Assessment — Contact Center	\$30,000
Competitive Bid Assessment — Help Desk	\$30,000
Competitive Bid Assessment — Client (Desktop)	\$30,000
Competitive Bid Assessment — Mainframe	\$30,000
Competitive Bid Assessment — Servers	\$30,000
Competitive Bid Assessment — Data Network	\$30,000
Competitive Bid Assessment — Voice Telecom	\$30,000
Competitive Bid Assessment — Enterprise Network Telecom	\$30,000
Competitive Bid Assessment — SAP	\$30,000
Competitive Bid Assessment — Local Area Data (LAD)	\$30,000
Competitive Bid Assessment — Web Hosting	\$30,000

The Competitive Bid Assessment (CBA) evaluates the market price for IT services as if they were provided to the service recipient (SR) by a service provider (SP). The price and services are compared with a peer group of similar IT environments. CBA provides a quick answer to the question, "Is this a good market price for the services?"



Addition to State of Hawaii SPO Price List No. 06-19 (SW) RFP-06-040-SW

Information Technology (IT): Technical Reference, Reporting and Advisory Services

April 1, 2007-March 31, 2008

Gartner for IT Leaders

Gartner for IT Leaders supports our strategy of selling to the people who actually use our services.

Gartner for IT Leaders aligns the client's role-specific activity cycle with Gartner analysts and insight, and connects clients to IT peers who share common business and technology issues. IT leaders and managers maximize the value of their Gartner relationship by spending more time applying Gartner insight to their business problems and less time finding it.

Role-based Service Areas (GITL seatholders will have access to all roles other than EXP. EXP members will have access to all roles as well as EXP)

Program	Target
Executive Programs (EXP)	CIO
Application Management	Applications Mgr.
Business Process Improvement	Business analyst
Business Intelligence	Business Unit Mgr.
Enterprise Architecture	IT Architect
Infrastructure and Operations	Data Center, Network, Telco Mgrs.
Program & Portfolio Management	Program Management Office
Security and Risk Management	VP Security
Sourcing and Vendor Relationships	Sourcing Mgr./Procurement

State of Hawaii (Government) Pricing

	Single User	Multi User*
Advisor Seat (GITL web access and analyst inquiry privilege)	\$26.5k	\$19.5k
Reference Seat (GITL web only access – No analyst inquiry privilege)	\$18.5k	\$11.5k
EXP Premier	\$34k	\$31k
EXP Signature	\$70k	N/A
EXP HR	\$32.9k	\$29.8k

*Multi user pricing is for more than one user within the State. Because we have multiple seatholders within the State, all State agencies would qualify for multi-user pricing).